

Toll Sergeant

California State Personnel Board Specification

- **Schematic Code:** CS40
- **Class Code:** 1704
- **Established:** 06/11/1936
- **Revised:** 02/02/1983
- **Title Changed:** --

Definition

Under direction, during an assigned shift, to supervise a special phase of the toll collection activities on a State-operated toll bridge; and to do other related work.

Typical Tasks

Acts as desk sergeant on an assigned shift or is responsible for a special phase of the toll collection activities; assists in determining the number of toll stations required to handle traffic effectively during an assigned shift and in directing the opening and closing of stations as needed; assigns Toll Collectors to their stations and directs the taking of relief periods; may assist with collections in emergency situations; instructs new collectors in duties and works with and instructs them at their station; takes charge in difficult situations and adjusts complaints; makes refunds on commute tickets, accepts checks or makes change on unusually large amounts, issues commute books to collectors and keeps records on special permits; checks on the speed and accuracy of Toll Collectors; reviews Toll Collectors' reports; sees that toll stations are neat and orderly and equipment in proper condition; acts as peace officer as occasion requires; makes reports.

Minimum Qualifications

Two years of experience performing the duties of Toll Collector in the California state service.

Knowledge and Abilities

Knowledge of: Toll assessing and collecting problems, procedure, and equipment; State laws, rules and regulations pertaining to toll bridges; principles of effective supervision; Department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Direct, communicate with, and train others; analyze situations accurately and adopt an effective course of action; deal with difficult situations and adjust complaints; determine toll charges and make change rapidly and accurately; write reports; effectively contribute to the department's affirmative action objectives.

Special Personal Characteristics

Willingness to work on rotating shifts; tact; firmness; patience; ability to remain in a confined area for long periods of time; good memory for license numbers, faces and incidents; neat personal appearance; pleasing personality.

Updated 6/3/2012